



#### General Guidance

- Tickets can be [logged here](#), access via “Staff Service Request” from Portal
- When submitting a ticket with Nan McKay, please include as much information as possible, including:
  - Application ID
  - Confirmation Number, if the issue was related to uploading through the Portal
  - Date/time document was submitted, if it’s a missing document
- Staff Service Request also shows System Status, to inform RAA users if there is an outage
- For issues that are both **critical** (stopping applications from being received or processed) and **widespread** (affecting more than handful of users/applicants), please email Adam and Mary ASAP. Examples (not exhaustive):
  - No one can upload documents to the Portal
  - No applications are being received
  - All users cannot access Docuphase
- DHCD can assist with
  - Central App
  - Sharepoint
  - HAPPY
  - Docuphase
- DHCD cannot offer assistance with
  - CMS
  - Docuware
  - Other systems unique to a specific RAA
- If inquiries through the Portal have not been responded to within 3 business days, email Adam and Mary with the confirmation number
- Other questions? Trainings and documents available here: <https://www.mass.gov/info-details/regional-administering-agencies-resource-portal#central-app->